

QUE! DVD-ROM



INSTALLATION MANUAL



Quality
Performance
Service

QPS Inc. • 23671 Via Del Rio • Yorba Linda, CA 92887 • <http://www.qps-inc.com>

TECHNICAL SUPPORT

QPS TECHNICAL SUPPORT

Our Customer Support staff are ready to assist you with any problem you may have with your QPS Product.

There are many ways to contact QPS Technical Support.

E-Mail:	techsupport@qps-inc.com
World Wide Web:	http://www.qps-inc.com
Technical Support:	(714) 692-3588
Technical FAX:	(714) 692-5516

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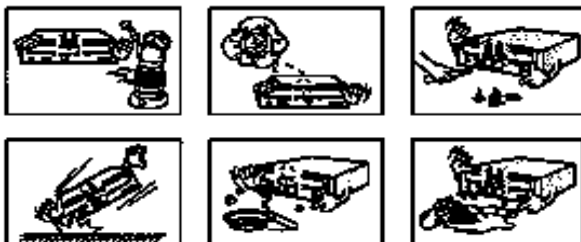
TABLE OF CONTENTS

Table of Contents	1
Safety Precautions	2
Chapter 1	
Welcome to the Que! DVD-ROM World	4
What can the Que! DVD-ROM Do For Me?	4
Chapter 2	
Getting Started	6
What you should have!	7
Packing List	8
Chapter 3	
What about Software (IDE) 4x4x24x4	1
Chapter 4	
Installing the Que! DVD-ROM (IDE)	14
Installing the Que! DVD-ROM (DVD)	18
Chapter 5	
Handling Guidelines	28
Chapter 6	
Troubleshooting	32
Chapter 7	
Glossary	38
Appendix A	39
Appendix B	41
Appendix C	42

PRECAUTION

SAFETY PRECAUTIONS

The following diagrams illustration the precautions to be taken when using your Que! DVD-ROM Drive.



You must not use the drive in any manner other than that specified in this guide.

CAUTION

Do not attempt to repair the Que! DVD-ROM drive yourself. Contact your dealer or QPS representative for all repairs. Use of controls or adjustments or performance of procedures other than those specified here in may result in hazardous radiation exposure. To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

WARRANTY

Please refer to the QPS limited warranty statements,

PRECAUTIONS

1. Always check each disc for cracks before using it. If there are cracks on the surfaces, especially on the border of the center hole, we recommend that you not use it and make a copy of it immediately. If you continue using the disc, it will likely develop more cracks and eventually cause irreparable damage to the disc.
2. Do not use poor quality discs. (Such as unknown sources, without copyrights, scratches, damaged... etc)

The frictional sound in spinning up and stopping is not the malfunction sound because it is caused by ABS.

CHAPTER ONE



WELCOME TO THE DVD-ROM WORLD

Note: Picture of drive shown above may appear different from actual drive.



WELCOME!

CHAPTER ONE

WELCOME TO THE QUE! DVD-ROM WORLD!

If you're new to Que! DVD-ROM, don't worry; it's easy to learn. The Que! DVD-ROMDrive allows you to enjoy audio, and audio/video applications.

WHAT CAN THE QUE! DVD-ROM DRIVE DO FOR ME?

With the Que! DVD-ROM Drive, you have lots of flexibility and a multitude of options. For instance, you can:

1. Play back your favorite DVD movies & titles.
2. Enjoy CD/DVD games.

CHAPTER TWO



GETTING STARTED

Note: Picture of drive shown above may appear different from actual drive.



GETTING STARTED

CHAPTER TWO

GETTING STARTED!

Before you start using your Que! DVD-ROM Drive, you'll want to make sure you have everything you need. In this chapter, we'll tell you what comes in the package, so you can make sure it's all there.

In this chapter we'll tell you about the minimum requirements your system needs to support the Que! DVD-ROM Drive.

Once you are sure you have everything you need, you can proceed to the next chapter, where we'll show you how to install your hardware and software. The section on hardware installation explains how to connect the Que! DVD-ROM Drive to your computer. The software installation section briefly discusses the procedures for installing each of the software applications that were provided with your drive.

The last chapter, Troubleshooting Guidelines, is provided for the few folks who want to know more about how the Que! DVD-ROM Drive works, or who had difficulty with installation. Refer to this chapter before contacting Technical Support — the answer to your questions just might be here!



GETTING STARTED

WHAT YOU SHOULD HAVE!

• What's in the package

Refer to the provided package list on the following page and verify that you have received all of the appropriate parts.

Okay, if all the right parts were in the package, then you just need to make sure your system will support the Que! DVD-ROM Drive. Here's what you'll need.

Minimum system requirements:

- Pentium III 266 Mhz Intel-compatible processor or better
- MS Windows 98/98SE (or higher)
- 32 MB of RAM
- CD-ROM drive
- 100 MB free hard disk space for software installation

DVD movie play back:

- 16 bit sound card
- Display monitor supporting Direct draw
- 64 MB Ram recommended
- Amplified speakers

Upgrading the Firmware Flash Memory

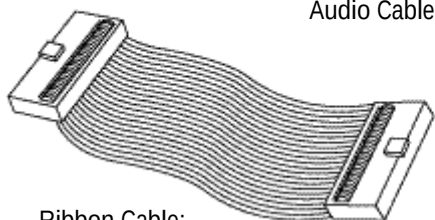
The product firmware can be upgraded by downloading the updated file from the following Web site:

<http://www.qps-inc.com>

PACKAGE LIST



Audio Cable



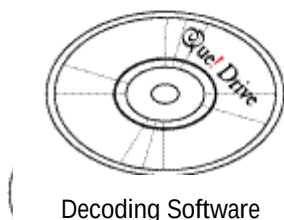
Ribbon Cable:
40 pin IDE cable for IDE drives or



Installation Manual



Drive



Decoding Software

CHAPTER THREE



SPECIFICATIONS

Note: Picture of drive shown above may appear different from actual drive.

SPECIFICATIONS

Que! DVD-ROM Drive (4x4x24x4)

QPS continually strives to improve its products. Both the design specifications and these user instructions are thus subject to change without notice.

SECTIONS		DVD	CD
DISC	Disc types supported	DVD-ROM, DVD-VIDEO, CD-DA(Audio), CD-ROM, CD-ROM XA, CD-Plus, CD-Extra, Photo-CD (Single,Multisession), Video CD ready, Enhanced CD, CD-I/FMV, CD-R,CD-RW	
	Disc diameter	12cm or 8cm	
DRIVE PERFORMANCE	Data transfer rate	Sustained Max. 16,200KB/sec (12X)	Sustained Max. 6,000KB/sec (40X)
	ACOM**15stroke)	PIO Mode 4 :16.6MB/sec Multiword DIVIA mode 2:16.6MB/sec UDMA mode 2: 33MB/sec	
	Data buffer capacity	120ms(Typical) 11 Oms(Typical)	
	Laser	512KB	
	Slide mechanism	Semiconductor Laser	
	Spindle motor	Stepping motor	
	Loading mechanism	Brushless motor	
		Tray. DC motor(Soft Eject). Horizontal/Vertical	
ERROR RATE		10" 1 MODE1:10-1~, MODE2:110	
FRONT PANEL	Eject button	Auto eject or Auto inject	
	Indicator(LED)	BUSY	
	Headphone output	Stereo mini-jack(03.6mm) 0.60±20%(rms) 330	
	Volume control	Dial type	
	Required power	+5VDC: 2.0A, +12VDC: 1.0A (Max)	
	Interface connector	ATAPI	
REAR PANEL	Audio output	Line out 0.70 ± 20%(rms) : 47K()	
	Jumper block	Device configuration jumper	
OPERATING ENVIRONMENT	Work area	Temperature: 5 - 45°C, Humidity: 8 - 80%	
	Storage area	Temperature : -20 - 55°C, Humidity: 5 - 85%	
GENERAL		Dimensions 149(W) x 42(H) x 200(D)mm (Including bezel)	
	Net weight	880g	
RELIABILITY	MTBF	125,000 POH(Duty 20%)	
	Disc tray loading	50,000 times	

CHAPTER FOUR



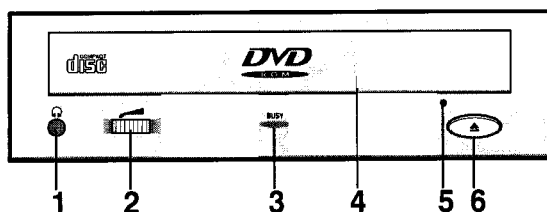
DVD-ROM INSTALLATION

Note: Picture of drive shown above may appear different from actual drive.

IDE INSTALLATION

CHAPTER FOUR

DVD-ROM INSTALLATION



Front View of the Que! DVD-ROM Drive

1 Headphone Connector

The audio output connector enables you to plug stereo headphones into the drive. It requires a 3.6 mm stereo mini-jack.

2 Volume Control Dial

This control dial adjusts the volume for your headphones.

You can only use the headphone jack and volume control when you have installed the required software utilities. For example, the Microsoft Windows Media player can be used.

3 LED

It lights when a DVD/CD disc is loaded or is worked.

4 Disc Tray

The disc tray opens and closes automatically when you press the Open/Close button. When you place a disc in the tray, make sure that the label on the disc is facing upwards. If you are not loading or unloading a disc, the tray should remain closed.

5 Emergency hole

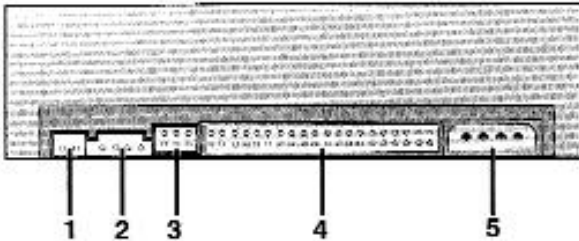
If the tray does not open when you press the Open/Close button, insert a small, metalrod (for example, an unwound paper clip) into this hole to eject the disc. This function should only be performed when the computer is powered OFF.

6 Stop (Open/Close) Button

When in play, press the stop key and when in stop, press open/close key.

Note: The location of jumpers may vary from one model to another.

IDE INSTALLATION



Rear View of the Que! DVD-ROM Drive

1 Digital Output Terminal

Connect an audio cable of the board that supports digital output to this terminal.

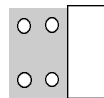
2 Audio Output Connector

You can connect a sound card to your drive using this four-pin connector. This function is not covered in detail in this guide. Refer to the documentation supplied with your sound card.

3 Device Configuration Jumper

Usually, this is a pre-set configuration as illustrated . Verify that the setting is as illustrated. If it is not, simply remove the jumper and place it in the correct position

C S M
O L A



4 Host IDE Interface Connector

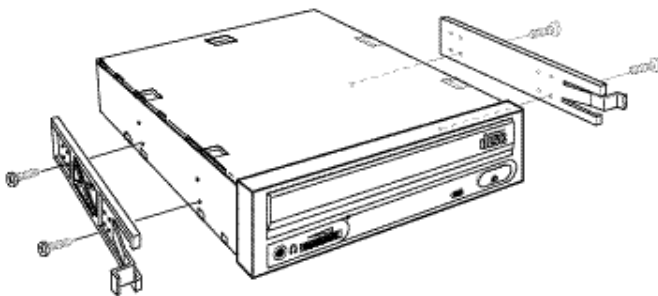
This input output interface connector is used to connect the 40-pin flat cable from the IDE interface to the drive

5 Power Connector

The power connector is a four-conductor male plug.

IDE INSTALLATION

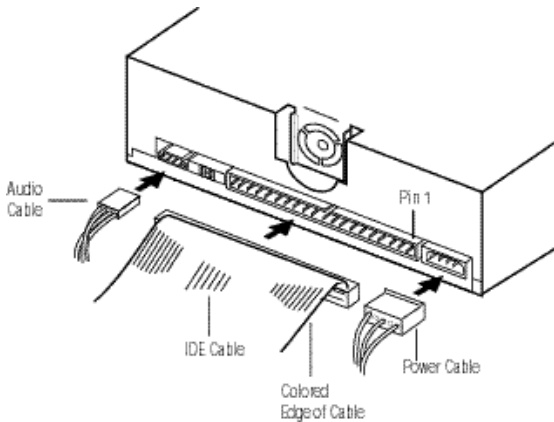
- Step 1. Unpack the drive accessory box. The accessory box should have PowerDVD decoding software, an audio cable and an IDE ribbon cable.
- Step 2. Shut down and turn off your computer.
- Step 3. Make sure that the PC is powered off and disconnected from any power source.
- Step 4. Remove the cover plate from an available 5.25" drive bay or remove the drive that you want to replace. Set aside any mounting hardware for later use.
- Step 5. Attach the drive mounting hardware to the Que! DVD-ROM Drive using M3 (ISO Metric Screw Threads). Reference the figure below.



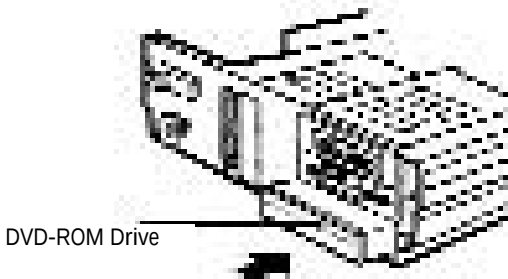
Caution: Using the incorrect screw thread or length will damage the drive and void your warranty. Consult your computer dealer for the correct mounting hardware (rails) and screws.

IDE INSTALLATION

- Step 6. Set the Master/Slave jumper as appropriate for your system. When connecting a second IDE device to the same IDE interface connector you should designate the first device as the Master and the second drive as the Slave. This is done by placing the jumpers over the corresponding pins on the back of your QUE! DVD-ROM drive.



- Step 7. Insert your Que! DVD-ROM Drive into the available bay.



IDE INSTALLATION

- Step 8. Put the mounting screws in just tight enough to hold the drive in the system but loose enough to be able to move the drive back and forth.

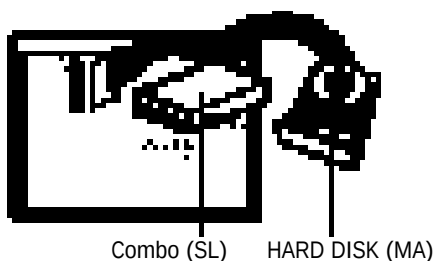
Connecting the IDE cable

Two Configuration are possible.

- Step 9. • The Que! DVD-ROM Drive is the only IDE device in addition to the hard disk.

Install the jumper in SL position (Slave).

Connect the 40-pin flat IDE cable from the ODE port on the mother board, first to the Que! DVD-ROM Drive and then to the hard disk.



Connecting the IDE cable

- You already have additional IDE device installed in you computer.

- Step 10. Install the jumper in the MA position (Master).
Connect the 40-pin flat IDE cable from a second IDE port on the mother board directly to the Que! DVD-ROM Drive or first to another additional IDE drive and then to the Que! DVD-ROM drive.

IDE INSTALLATION

- Step 11. If you wish to have the audio output of your Que! DVD-ROM Drive connected to your sound card, simply connect one end of the audio cable provided with the Que! DVD-ROM Drive kit to the audio out connector on the back of the Que! DVD-ROM Drive and the other end to the audio input connector on the sound card. If the audio cable is not keyed make sure that the red wire lines up with the pin labeled "R".
- Step 12. Line up the front bezel of your Que! DVD-ROM drive with the front panel of your system and then tighten the mounting screws.
- Step 13. Replace your computer's cover.
- Step 14. Power up your computer.
- Step 14. Proceed to the software installation section.



Combo (MA) CD-ROM (SL) HARD DISK (SL) HARD DISK (MA)



DVD INSTALLATION

AND NOW FOR THE SOFTWARE

The Que! DVD-ROM drive comes with Power DVD.

POWER DVD

PowerDVD is a high-quality, pure-software DVD (Digital Versatile Disc) player that brings high-quality movies into your multimedia PC. Using PowerDVD, you can playback high resolution DVD titles or MPEG-2 files with superb MPEG-2 video and Dolby AC-3 audio quality. Moreover, PowerDVD offers a complete set of navigation commands, which fully support not only basic operations (such as play, fast forward, fast backward, stop and pause), but also those advanced features such as multi-angle viewing, multi-language and multi-subtitle selection, and even parental control.

With PowerDVD and its high quality audio/video performance on Pentium II processor-based PCs, no more hardware DVD decoder boards are required, saving users significant hardware costs. With these great advantages, PowerDVD is acknowledged as most suitable for home entertainment. From now on, you can easily enjoy DVD titles in high resolution display directly from your multimedia PC.



DVD INSTALLATION

SYSTEM REQUIREMENTS

Windows 95 or Windows 98 operating system

Audio card supporting

44.1KHz or 48KHz sampling rate

- At least 16MB main memory
- Display card supporting DirectDraw
- Pentium-II processor: 266MHz or above / Celeron processor: 300A or above

PRELIMINARY NOTE

Some users may find the video/audio playback quality not as smooth as expected. This is probably due to the fact that the DMA (Direct Memory Access) mode of your DVD-ROM drive has not been enabled. Hence, it is very important to make sure that you have enabled the DMA mode of your DVD-ROM drive before using Power DVD. If your system uses Intel chipset, such as 82440FX/LX/BX/EX or 82430FX/HX/VX/ TX please go through the following steps to enable the DMA mode of your IDE DVD-ROM drive. But first refer to your system manual to determine whether there is an Intel chipset. For system that uses non-Intel chipset, it is recommended that you install the bus-master driver that can be found with your motherboard support CD-ROM or disk. It is noted that, with platforms based on non-Intel chipsets, the following steps to enable the DMA mode may cause PowerDVD to work improperly on your system.

DVD INSTALLATION

OR WINDOWS 95 OSR2 OR WINDOWS 98

1. DMA setting through the following path: My Computer / Control Panel / System / Device Manager / CDROM / Properties / Settings.
2. On the Settings tab, you can see the DMA option on the Options win dow. Please check this option to to enable DMA.
- 3.Reboot your system to enable the DMA mode of your Que! DVD-ROM drive. You should be able to see that the video playback quality is improved.

FOR WINDOWS 95

Since Windows 95 retail version does not support an embedded DMA mode as OSR2 or Windows 98 does, you have to install a third-party busmaster driver, such as one from Triones, to enable DMA mode of your DVD-ROM under Windows 95 retail version. PowerDVD presents you with an User Interface (UI) design as simple and friendly as your home VCR (Video Cassette Recorder). Along with its detailed yet clear design of the status display panel, it is very easy for users to com prehend and use each button. The function of each button on the UI is explained below:

Power Off (Ctrl-X). Click on this button to turn off Power DVD application.

Minimize (Ctrl-N). Click on this button to minimize the video window to an icon.

Eject (Ctrl-E). Click on this button to eject the disk from CD/DVD-ROM drive.

Help (?) Click on this button to bring up On-line help manual.

CD/File Mode Toggle (O) (as shown in CD Mode). While playing DVD titles instead of MPEG-2 files, this button icon will appear. Just Click on the Play button lil to start VCD/DVD playback.



DVD INSTALLATION

Simply select the CD/DVD-ROM that you want to set as the Default Drive. Meanwhile, You can also see the current Default Drive with its drive letter on the status display panel under VCD/DVD mode:

E: as Default Drive

or F: as Default Drive

CD/File Mode Toggle (O) (as shown in MPEG File Mode). While playing MPEG-2 files instead of VCD/DVD titles, this button icon will appear. Just click on the Play button to show forth the Play List (explained later) for file playback. selection.

Note:

Click CD/File Mode Toggle to toggle between CD mode and File Mode. Zoom to Full Screen/100% Toggle (Z). Click on this button to toggle between full screen and 100% video window. Meanwhile, PowerDVD User Interface will be hidden automatically while first playing back with full screen.

USEFUL TIP:

To bring back PowerDVD User Interface, simply click anywhere on the video window. Decrease Volume (-) / Increase Volume (+). Click on these two buttons respectively to decrease/increase audio volume. You can see the current volume output on the status display panel.

LED-like indicator for audio volume output. Mute (Q). Click on this button to toggle audio On/Off. You can see the current audio on/off status on the status display panel.

DVD INSTALLATION

AUDIO ON OR AUDIO OFF

CONTROL PANEL

Click the upper-left triangle to open or close PowerDVD Control Panel. Also note that the button layout of Control Panel is some how different either while playing DVD Video, Video CD or MPEG files, each according to the functions applicable.

File mode:

Video CD mode:

DVD Video mode:

Control Panel (open) in its respective playback modes

Usage of each button on the Control Panel is as follows:

Config (Ctrl-C). Click on this button to access the Configuration dialogue box to change the system configuration for PowerDVD.

Menu (L). While you are playing DVD titles, click on this button to bring up the Menu for selection,

Next Audio Stream (H). While you are playing DVD titles, which support multi-language selection, just click on this button to change to the next language preference in a circular order. You can make any click further on this button until the language you prefer appears.

The audio channels available for your language selection depend on your DVD titles. Simply select the audio channel which corresponds to the language you prefer from this menu. You can also see the current language status from the display panel:

The header features a dark background with a repeating pattern of DVD discs. The text "DVD INSTALLATION" is prominently displayed in a large, bold, white sans-serif font on the right side.

DVD INSTALLATION

THE LANGUAGE STATUS DISPLAY

NEXT SUBTITLE (U)

While you are playing DVD titles which support multisubtitle selection, clicking on this button will allow you to switch between the available subtitles in a circular order. You can click further on this button until the subtitle you prefer appears.

The subtitles available for your selection depend on your DVD titles. Simply select the subtitle you prefer, or de-select Display Subtitles to disable the subtitle. You can also see the sub-titles status on the status display panel:

THE SUBTITLE STATUS DISPLAY

NEXT ANGLE (A)

While you are playing DVD titles, which support multi-angle viewing selection, click on this button to switch between further click on this button until the view angle you prefer appears. The view angles available for your selection depend on your DVD titles. Simply select the view angle that you prefer. You can also see the current view angle status on the status display panel:

VIEW ANGLE I

Next Parental (M). Some DVD titles support parental-level control, which allows only authorized users accesses to restricted contents. Click on this button to switch between permitted levels in a circular order, and perform user administration, which will be explained later in the ParentalLevel Control Administration section. You can also see the current parental control level status on the status display panel:

Parental-level 0

Control Wheel

Usage of each button on the control wheel is as follows:

DVD INSTALLATION

PLAY (ENTER)

Click on this button to begin playback of your DVD titles or MPEG files. Meanwhile, you can see the current operation status along with chapter and time information on the status display panel:

CHAPTER/TIME INFORMATION

If you want to pause for awhile during playback, just click the Pause button. To resume playing, simply press either the Pause button again or Play button to continue playback. As you'll see, the playback/pause status can also be found on the status display panel playback or pause.

PLAYBACK/PAUSE STATUS

PAUSE (SPACE BAR)

Click on this button once to pause video playback. While in Pause mode, You can then click on the Step Forward button to playback the video frames one by one. This playing back by single step at a time is aptly referred as single step mode. To resume to the normal playback speed, just click on the Play button again.

PREV. (P)

Click on this button to jump to the previous chapter..

STEP FORWARD (T)

This is the single-step button. For its usage, please refer to the Pause button for further explanation.



DVD INSTALLATION

FAST FORWARD (F)

While playing in normal speed, click on this button to activate the fast forward mode with 2X normal speed. Further clicks will boost the video playback to 4X, 6X and 8X normal speed respectively. If you are playing DVD with higher than 2X normal speed, the audio will be automatically turned off. To resume to the normal playback speed, just click on the Play button again.

Note: please visit our website www.qps-inc.com and look under (support) section for more information on Power DVD software.



NOTES

CHAPTER FIVE



HANDLING

Note: Picture of drive shown above may appear different from actual drive.

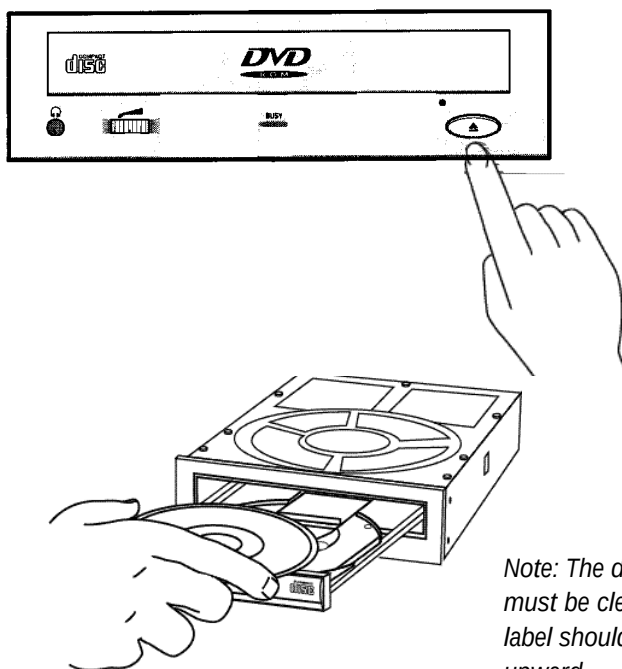
HANDLING

CHAPTER FIVE

HANDLING GUIDELINES

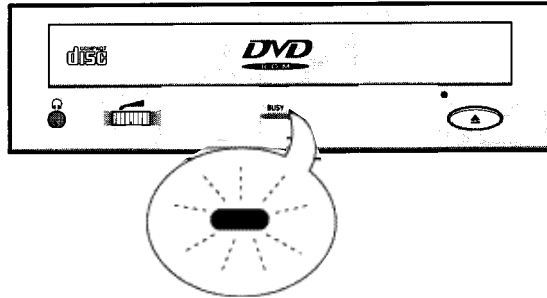
Media Insertion and Removal

- Step 1. To insert the DVD-ROM, CD-ROM, CD-R or CD-RW disc, press the EJECT button.



Note: The disc surface must be clean and the label should be facing upward.

- Step 2. Once the disc tray has fully extended, place the DVD-ROM, CD-ROM, CD-R or CD-RW disc into the center of the tray. Press the eject button to have the drive accept the DVD-ROM, CD-ROM, CD-R or CD-RW disc.



Note: Picture of drive shown above may appear different from actual drive.

Step 3. The busy lamp will light for a few seconds to indicate that a disc has been loaded and the drive has accepted the disc.

Step 4. To eject and insert the disc, press the EJECT button.

NOTE: Some software prohibits the use of the EJECT button, so a disc can not be ejected in this way. Please refer to the instructions supplied with your software.

Step 5. Once it has been ejected, remove the disc by hand and return it to its jewel case.

NOTE: The disc cannot be ejected while the drive is reading or writing a disc.

HANDLING

The NUMBER ONE cause of premature disc failure with CDs/DVDs is contamination of the recording surface before recording is completed. To minimize disc failure, use the following disc-handling guidelines.



- Keep the media in its sealed package until you are ready to record.



- Keep the disc as clean and dust-free as possible. DO NOT touch the recording surface, and do not expose the disc to dust or dirt.



- DO NOT BLOW ON THE DISC to remove dust or dirt. To remove dust from the recording surface use a camera lens cleaner, a lint free cloth or use compressed air. Wipe the disc from the center to the outer edge. NEVER wipe the disc in a circular motion.



- Always record in a dust-free environment. If the disc is to be removed from the CD-RW drive, store the disc in a clean, dust-free environment.
- Never bend or flex the disc. This may warp the disc and leave it unusable.
- Never scratch off the reflective top surface of a CD-R or CD-RW disc. Without the reflective surface the disc is completely unusable.
- If you must write on the CD-R disc surfaced, read the back of the CD-R jewel case for instructions.

CHAPTER SIX



TROUBLESHOOTING

Note: Picture of drive shown above may appear different from actual drive.

TROUBLESHOOTING

IDE TROUBLESHOOTING

Problem 1: *After your computer boots up the Que! DVD-ROM Drive does not show up as a drive with a unique drive letter.*

Reason 1: **The Que! Combo Drive is not properly connected or has a Master / Slave designation conflict.**

- Step 1. Shutdown your system and power it off along with the peripheral devices.
- Step 2. Remove the cover of your computer.
- Step 3. Check the IDE ribbon cable and verify that pin 1 of the cable is connected to pin 1 of the cable connector. Pin 1 of the IDE cable is designated with a red stripe and pin 1 on the IDE connector is labeled or marked with a triangle.
- Step 4. Check the jumpers on the back of the drive, that designate it as a Master, Slave or Cable Select, and the other peripheral devices on the same IDE cable. Make sure that the jumper for one device is set to Master and the other is set to Slave. The two devices on the same IDE chain MUST be set to different settings.
- Step 5. Replace the cover of your PC and power your system back up.
- Step 6. Click on the Windows **“Start”** button (usually located at the bottom left of the screen).
- Step 7. Select **“Settings”** then the **“Control Panel”** option from the displayed menu.
- Step 8. Double click on the **“System”** icon. The **“System Properties Window”** will pop up.
- Step 9. Select the **“Device Manager”** tab. You should see a complete alphabetical list of all the peripherals that interface with your CPU.

- Step 10. Double click on the **“CDROM”** item. This will give a list of all the devices that are recognized by the operating system as a CD-ROM drive. Verify that the Que! DVD-ROM Drive is one of the drives recognized as a CD-ROM device.

Reason 2: **The IDE interface on your system is not enabled. To verify that the IDE interface that is built into your system is enabled follow the steps below .**

- Step 1. Click on the Windows **“Start”** button. (Usually found on the bottom left hand side of your screen).
- Step 2. Choose **“Shut Down”** .
- Step 3. Click on **“Restart”** .
- Step 4. Choose the **“OK”** button.
- Step 5. Press the appropriate function key(s) to enter your computer system's BIOS. You may need to refer to your computer owner's manual to find out how to enter your BIOS setup.
- Step 6. Once you have verified that your IDE interface(s) are enabled save your settings and reboot the system.

Problem 2: ***After installing the Que! DVD-ROM to the drive, the PC gets slower.***

- Step 1. Preferably, connect a second IDE cable Que! DVD-ROM Drive in
- Step 2. Check the position of the jumper in the master/slave select terminal.

Problem 3: ***The Que! DVD-ROM Drive is not detected by Windows.***

- Step 1. This case may occur when there is a Windows installation problem; reinstall Windows.

TROUBLESHOOTING

Problem 4: No sound is heard from an audio CD.

- Step 1. Check whether the audio cable is correctly connected to the sound output terminal on the Que! DVD-ROM drive and the sound card CD-IN terminal.
- Step 2. Check that the sound card is operational.
- Step 3. Adjust the volume control.

Problem 5: A CD is not read or is read too slowly.

- Step 1. Install the latest version of the device driver.
- Step 2. Check whether the CD is of good quality and clean it, if necessary.

Problem 6: The disc compartment will not open.

- Step 1. Check that the power cable is correctly connected.
- Step 2. Power off and disconnect the PC. Insert a pin or unfolded paper clip in the emergency hole and push firmly until the disc compartment opens.

Problem 7 : After installing the Que! DVD-ROM Drive and turning on my computer, I get a message, "Failure Fixed Disk 0" or "Operating System not found."

Reason 1: You have set the Que! DVD-ROM Drive as a Master on the primary channel. Your boot drive (C:) is always set to Master on the primary channel, setting another device to primary Master will prevent access to the hard drive.

- Step 1. Go to Problem 1, Reason 1 and follow the same steps.

Problem 8: *The Disc is not in message is displayed even though a disc has been inserted.*

- Step 1. The computer may not recognize the disc if you start playback too quickly after inserting the disc.
Open and close the disc compartment and try again.
- Step 2. Clean the disc and try again.

Problem 9: *The Que! DVD-ROM Drive is not detected after it is connected a sound card.*

- Step 1. The interface mode of the sound card is AT-BUS.
You must therefore connect the Que! Combo drive to the IDE port on the PC mother board, rather than to the sound card, or install an IDE-compatible sound card.

Problem 10: *Que! DVD-ROM drive is not read on window*

- Step 1. Check whether power cable, by a computer, audio cable, and IDE cable is well connected to the computer.
After the installation of Que! DVD-ROM drive, the speed of PC gets slow
- Step 2. Change the condition of IDE cable and reconnect it to the computer. Desirably to the 2nd IDE cable master.
- Step 3. Check the connecting conditions of jumper of master/slave.

Problem 11: *Disk tray won't open.*

- Step 1. Be sure that power code or power cable is well connected.
- Step 2. When it won't open in power-on, turn off the power. Dodge a slim pin (or clip) into emergency hole to open



NOTES

CHAPTER SEVEN



APPENDIX

Note: Picture of drive shown above may appear different from actual drive.

APPENDIX A

GLOSSARY OF TERMS

Adapter Cards

Adapter cards (a.k.a, controller cards, expansion cards, interface cards, etc.) plug into slots of the computer's main data bus, or bus extensions such as Local Bus. They "adapt" the flow of data and instructions between the CPU and the device (peripheral).

ATAPI

ATA Programmer's Interface. A set of commands designed to address a CD-ROM drive over an IDE interface. Allows people to install and use a CD-ROM drive in much the same manner as a hrd disk.

Bootable CD

A bootable CD is one that the PC can boot from.

Bus

In computers, a bus is the main or continuous channel of electrical connection between the CPU, the system memory (RAM), and the peripheral devices.

CD

The Compact Disc was first implemented commercially for storing digital audio data (CD Digital Audio). The CD is made up of a polycarbonate substrate, a thin reflective metallic layer (the mirror-like is aluminum), and a lacquer coating. The encoded data track is a spiral, with the pits making a central band. The encoded track is made up of sectors (sometimes erroneously named blocks).

CD-Digital Audio

CD-Digital Audio was implemented to hold about 60 minutes of audio data, in up to 99 tracks (songs) at a sampling rate of 44.1 KHz and a sample size of 16 bits, to produce high quality stereo sound.

CD-ReWritable

CD-Rewritable technology allows for the CD-Rewritable media to be erased and rewritten over and over again up to 1000 times.

Driver

In computers, driver refers to a device driver, which is software that, under CPU control, implements device I/O functions or other functionality (video, sharing, graphics, printer, mouse, etc.).

DVD

Digital Video Disc is an upcoming product. DVD specifications include a double-layer single-sided CD with a capacity of 4.7GB, with sufficient playing time for a full-length movie, compatible with MPEG-2, and backward compatible.

Format

In the computer arena, there are physical and logical formats for storage devices. Magnetic storage devices implement a physical structure (MFM, RLE, IDE, SCSI, etc.). The standard logical format is defined by the ISO 9660, which specifies the volume and file structure.

IDE

Integrated Drive Electronics. A standard for interfacing internal peripherals to a PC.

ISO

The International Standards Organization, composed of scores of international specialized committees, with main Secretariats worldwide, is the accepted source of standards for electronic and computerized data communications and information processing.

APPENDIX A

ISO 9660

Issued by the International Standards Organization, its formal title is ISO 9660: Information Processing-Volume and File Structure of CD-ROM for Information Exchange (1988). This multi-platform logical structure has been the key standard for the growth and worldwide acceptance of CD-ROM as a publishing and information distribution media and, since then, as the basic format structure for other implementations of CD-ROM in the computer arena.

Mastering

In the CD-Recording realm, mastering refers to the actual writing of a first copy of a disc with a CD-Recordable or CD-ReWritable drive. In a Compact Disc factory, mastering involves producing a glass master disc that is necessary for the mass production of Compact Discs.

Multisession

Refers to a disc that has been written to in more than one session. A separate Table of Contents (TOC) is written at the "closing" of each session.

Premastering

This is the process of taking the information you want to put onto a CD and putting it into the proper logical format.

SCSI

Stands for the Small Computer Systems Interface. The interface issues commands to the chain, where each device recognizes the commands addressed to it. SCSI standards include SCSI I (original 5 MHz 8 bit bus specification), SCSI II (extended command set), Wide SCSI (16 bit data path), fast SCSI (10 MHz bus) and SCSI III which includes the features of the other standards.

FCC COMPLIANCE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Only equipment certified to comply with Class B (computer input/output devices, terminals, printers, etc.) should be attached to this equipment, and must have shielded interface cables.

Any changes or modifications to this equipment by the user not expressly approved by the grantee or manufacturer could result in violation of Part 15 of the FCC rules and void the user's authority to operate such equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesirable operation.



APPENDIX C

This limited warranty does not apply if the Product has been damaged by accident, abuse, misuse or misapplication or other acts which are not the fault of QPS or by non-QPS' authorized alterations, modifications and/or repairs.

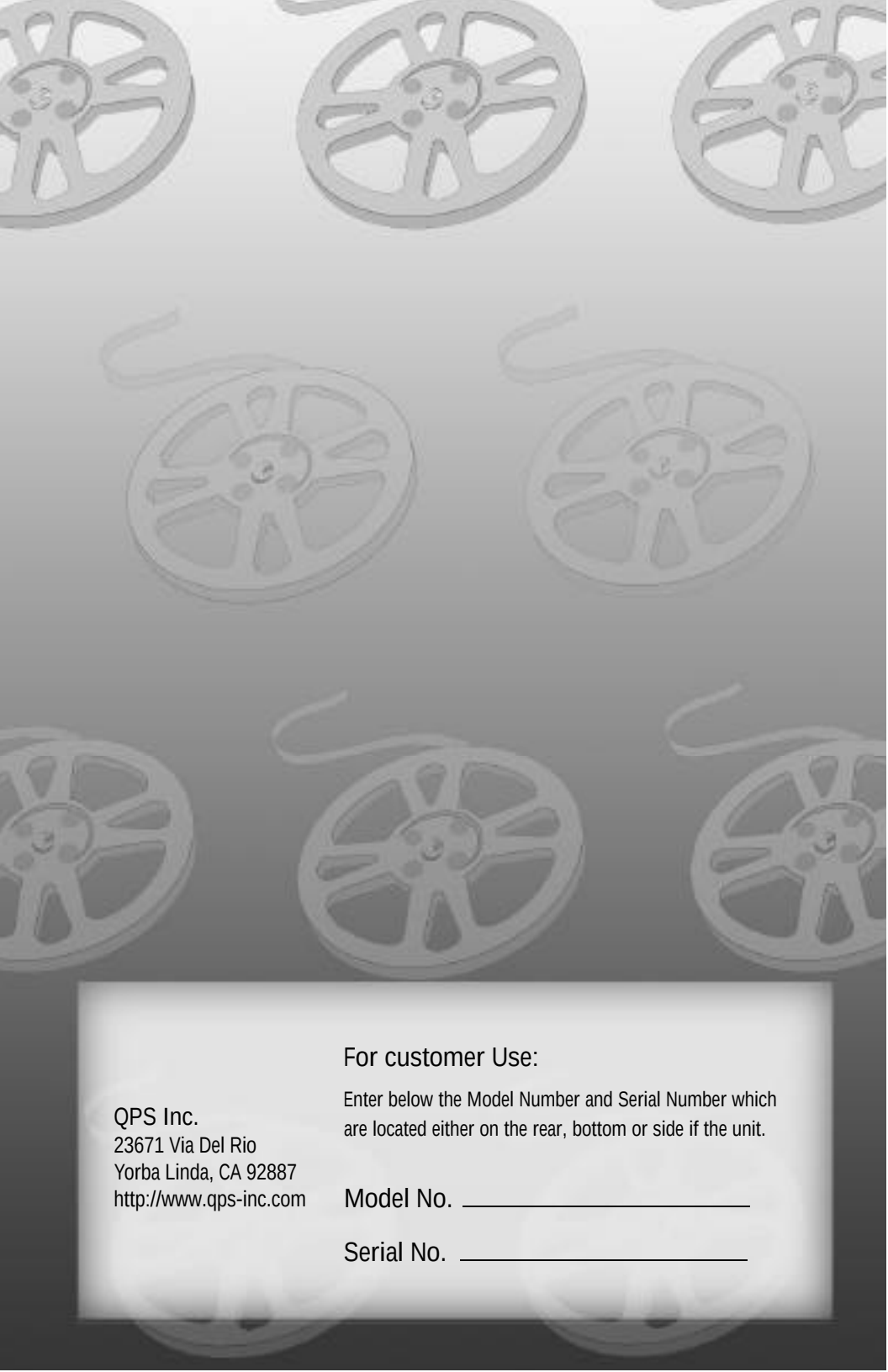
If the Product is returned to the Customer Service Department at QPS during the limited warranty period, but the problem with the Product cannot be fixed under the terms and conditions of this limited warranty, the Consumer will be notified and given an estimate of the charges the Consumer must pay to have the Product repaired, with all shipping charges billed to the Consumer. If the estimate is refused, the Product will be returned freight collect. If the Product is returned to the Customer Service Department at QPS after the expiration of the warranty period, QPS' normal service policies shall apply and the Consumer will be invoiced for all shipping charges.

QPS SHALL NOT BE LIABLE FOR ANY LOST PROFITS, LOST SAVINGS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THIS PRODUCT. THIS INCLUDES DAMAGES TO PROPERTY AND TO THE EXTENT PERMITTED BY LAW, DAMAGES FOR PERSONAL INJURY. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PUPOSE.

Some states do not allow limitation of implied warranties, or exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you (the Consumer). This limited warranty gives you specific legal rights and you may also have other rights which vary from state to state. This limited warranty applies only to this product and is governed by the laws of the State of California.

QPS neither assumes nor authorizes any authorized service center or any person or entity to assume for it any other obligation or liability beyond that which is expressly provided for in this limited warranty.

Questions concerning this limited warranty may be directed to the Customer Service Department at QPS, (714) 692-3588.

The background of the entire page is a repeating pattern of film reels, rendered in a light gray, semi-transparent style. The reels are arranged in a staggered grid, with some appearing more prominent than others due to the transparency effect.

QPS Inc.
23671 Via Del Rio
Yorba Linda, CA 92887
<http://www.qps-inc.com>

For customer Use:

Enter below the Model Number and Serial Number which are located either on the rear, bottom or side of the unit.

Model No. _____

Serial No. _____